### Navigate Human Resources (HR) Websites CDA42112 / Version 1 19 Sep 2005

SECTION I.	ADMINISTRATIVE DA	TA				
All Courses Including This Lesson	Course Number 7-12-C20-42B	<u>Version</u> 1	Course T Adjutant		ficer Leader Course	
Task(s) Taught(*) or	Task Number	Task Title				
Supported		INDIVIDUAL				
	805C-42B-6009 (*)	805C-42B-6009 (*) Perform HR Website Navigation				
Reinforced Task(s)	Task Number	Task Title				
Academic Hours	The academic hours required to teach this lesson are as follows:  Resident					
		Hours/Methods	Cantanan	oo / Disayyaaiaa		
				ce / Discussion Exercise (Perform	ance)	
	Test Test Review	0 hrs 0 hrs				
	Total Hours:	3 hrs 35 mins				
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Test Lesson Number	Taatina	<u>Hours</u>		<u>Lesson No.</u>		
	Testing (to include test re	view)		N/A		
Prerequisite Lesson(s)	<u>Lesson Number</u> None	Lesson Title				
Clearance Access	Security Level: Unclassed Requirements: There		e or acce	ss requirements	s for the lesson.	
Foreign Disclosure Restrictions	FD5. This product/publication has been reviewed by the product developers in coordination with the (installation/activity name) foreign disclosure authority. This product is releasable to students from all requesting foreign countries without restrictions.					
References	Number	<u>Title</u>		<u>Date</u>	Additional Information	
Student Study Assignments	None					
Instructor Requirements	One 42B CPT certifie	ed instructor or on	e 420A W	VO certified inst	ructor.	

Additional Support	<u>Name</u>			<u>Stu</u> Ratio	Qty		Man Hou	<u>'s</u>
Personnel Requirements	None							
Equipment Required	<u>ld</u> <u>Name</u>			Stu Ratio	Instr Ratio	<u>Spt</u>	Qty	Exp
for Instruction	5836013927680/96454N LCD DATA PROJECTOR			1:36		No	1	No
	673000SCREENW Screen, Projection Wall/Ce	eiling Mount o	r Portable	1:36		No	1	No
	702500BOARD Dry Erase/White Board			1:36		No	1	No
	702500CPU Computer, Personal/Deskt Mouse, Keyboard, Sound OS)			1:1	1:1	No	37	No
	702500LCDPANE LCD Projector Panel			1:36		No	1	No
	* Before Id indicates a TAI	oss						
Materials Required	monactor materiale.							
	Student Materials: Handouts, PE and comput	er with interne	et connectivity					
Classroom, Training Area, and Range Requirements	General All-Purpose Cla	assroom, 40	Positions					
Ammunition Requirements	<u>ld</u> <u>Name</u> None			Exp	<u>Stu</u> Ratio		Instr Ratio	Spt Qty
Instructional Guidance	NOTE: Before presenting lesson and identified			thoroug	hly prepa	are by	studying	this
Proponent	Name	Rank	Position				Date	
Lesson Plan Approvals	Ruck, Dina	CPT	Training Developer				17 Aug 2005	
	Dancy, Lilla GS12 Team Chief, OES 22 Aug 2				2005			
	•			26 Aug 2	2005			
	Walker, Rose A.	COL	AG Comm	andant			05 Sep 2	2005

### SECTION II. INTRODUCTION

Method of Instruction: Conference / Discussion			
Instructor to Student Ratio is: 1:36			
Time of Instruction: 5 mins			
Media: Large Group Instruction			

#### Motivator

### SHOW SLIDE 1: Navigate Human Resources (HR) Websites

Good morning ladies and gentlemen, I'm (Instructor), and today we will be discussing how to navigate HR websites. As HR managers, we are expected to maximize our web-based technology and utilize current HR tools.

MOTIVATION: In these days of technology, many organizations and individuals have come to rely on the internet. However good that may be, too often we find there is an overwhelming amount of information out there, and one has to actively look for that information or know that it exists in order to receive it. As HR managers, we must be aware of HR tools available through the web. We must know how to retrieve the latest information in order to develop HR policies and procedures in our job.

### SHOW SLIDE 2: TERMINAL LEARNING OBJECTIVE

NOTE: Inform the students of computer availability (e.g., use the classroom computers, SSI library, the Education Center lab, Classroom XXI, or using PC if he/she has a computer with internet access). The instructor may also reserve Classroom XXI or any other classroom with enough computers to accomodate all students and present this lesson by demonstrating "hands-on" instructions.

### Terminal Learning Objective

**NOTE:** Inform the students of the following Terminal Learning Objective requirements. At the completion of this lesson, you [the student] will:

Action:	Navigate Human Resources (HR) Websites
Conditions:	In a classroom environment, given access to a computer with internet cababilities and student handouts.
Standards:	Identify the significance of web-based technology:  1. Utilize Army Knowledge Online (AKO) Applications 2. Access the Human Resources Command (HRC) Homepage 3. Employ the AG School Web Options 4. Communicate the Importance of the S1 Net

### 5. Determine the Use of Other Websites Safety No food or drinks around electrical equipment. Requirements Risk Low - Safety Review = PT Assessment Level **NOTE:** It is the responsibility of all Soldiers and DA civilians to protect the environment from Environmental Considerations damage. **Evaluation** There will be a practical exercise at the end of this lesson. Even though it does not count for a grade; it is extremely important that you know what HR websites are available and its capabilities to facilitate your job. Instructional There are many sources right now in the web that you can use. Lead-In Today, we will cover some important HR websites that will assist you in your job. Please keep in mind that this lesson pertains to available websites where you can retrieve information to make your job easier. This block of instruction does not pertain to HR systems and/or softwares.

where you can retrieve information to make your job easier. This block of instruction does not pertain to HR systems and/or softwares. However, some of the links given in this lesson can serve as an "overview" for classes that you may receive thoughout the course (e.g. COPS - Common Operating Picture Synchronizer, and eHRS - Enterprise HR System). The main difference is that this lesson is not intended to be an indepth look at any particular system, but where you can go to retrieve information.

### SECTION III. PRESENTATION

1. Learning Step / Activity 1. Utilize AKO Applications

Method of Instruction: Conference / Discussion

Instructor to Student Ratio: 1:36
Time of Instruction: 25 mins

Media: Large Group Instruction

### SHOW SLIDE 3:

### https://www.us.army.mil/suite/login/welcome.html

- a. The Army Knowledge Online (AKO) is an integral part of the Army Campaign Plan, is the strategy for transforming the Army to a network-centric, knowledge-based force improving decision dominance and organizational performance.
- (1) AKO provides Army-wide access to people, information, and services.
- (2) Full AKO accounts are available to all:
- (a) Active Army
- (b) Army Retired
- (c) Medically Retired
- (d) Army National Guard
- (e) U.S. Army Reserve
- (f) U.S. Military Academy Cadets
- (g) ROTC Cadets (MS III and IV)
- (h) DA and Non-appropriated Funds (NAF) Civilians
- (3) We will cover AKO to help you become familiar with its applications or uses. If you are not currently enrolled in AKO, you will need to subscribe. If you lost or forgot your password, you need to establish another password.

NOTE: Give out handout (HO) #1 to students that do not have an account and/or lost or forgot their password. Inform students that HO #1 contains the instructions to enroll and/or to reestablish a password.

- b. To log in AKO, go to https://www.us.army.mil/suite/login/welcome.html
- (1) This is the general AKO login screen. You have the option of logging in to AKO using your user name and password or your Common Access Card (CAC) ID card.

(2) If you do not have an account or forgot your password, you need to establish/reestablish your account.

### SHOW SLIDE 4: LOG IN

c. In order to log in to AKO, you must have already established an AKO account. Once you have an account, you can log in, it will (always) ask you for your username and password.

### SHOW SLIDE 5: AKO HOME PAGE (1 of 2)

- d. This is the AKO Home page. Every time you log in, this is the first page that will be displayed.
- (1) As an AKO user, you cannot change the content or format of this page. Our lesson today will focus on several options and links available to you from this home page.
- (2) You can see on this slide (that the AKO homepage) has several menu options along the top and along the left side of the page. (The main part of the page contains what are called channels. Take a couple of minutes to review these channels.)

### SHOW SLIDE 6: AKO HOME PAGE (2 of 2)

e. Once again, this page is displayed each time you log in to AKO. In this section (orange blocked), you will always find current messages and announcements of general interest, including any new files in your Knowledge Center subscriptions. Although not listed on this slide, when you log in to AKO, you will also get your medical and dental readiness. If you are due or overdue for medical examinations (HIV test, pap smear, physical, etc.), it will appear on this screen.

### SHOW SLIDE 7: MY MEDICAL READINESS

- (1) If you have medical readiness notification, you can click on it and it will show each category as depicted on this slide.
- (2) For example, in this particular case, this person needs an updated HIV test.

### SHOW SLIDE 8: AKO HOME PAGE (1 of 2)

f. Back to the AKO home page, the right side of the homepage always contains Army-wide announcements and news. There are also useful links further right.

### SHOW SLIDE 9: AKO HOME PAGE (2 of 2)

- g. There are several navigation bars to access useful AKO applications. To the left of the AKO homepage, you have many channels: White pages, find a group, etc. You can click on Army Organizations and find a unit that you may PCS to and find information on that unit and/or installation.
- (1) You can also look into the White pages, which serves as an Army wide locator. You can find Soldiers that are in the Army (Active duty Soldiers, Army National Guard, Army Reserve Soldiers, and Army Civilians).
- (2) Under my medical, you can find medical related information.

### SHOW SLIDE 10: MEDICAL INFORMATION

- (a) You can download presentations such as hot and/or cold weather prevention training and other medical information. You have access to all sorts of medical information to include PowerPoint presentations, charts, regulations, etc.
- (b) Just like the medical channel, all other channels contain pertinent information to that field.

### SHOW SLIDE 11: AKO HOME PAGE

h. Back to the AKO home portal page. If you click on the "Help" function located on the menu at the top right of the page, you will get the support homepage.

### SHOW SLIDE 12: SUPPORT HOMEPAGE

- (1) Once you click on "help," you will get this screen. You can get instructions on how to navigate AKO, tutorials on how to create pages, and AKO user guides.
- (2) The right, gives user guides. They are quite helpful and can be printed off for easy reference in the future. The "Quick Users Guide" and the "At a Glance" guides are especially useful and easy to follow for the first-time AKO user.
- (3) The left gives Power Point presentations to tutor you on how to use any of the applications/features in AKO.

(4) You can also click on any of the other icons to see the frequently asked questions, and/or ask a question.

### **SHOW SLIDE 13: Files CHANNEL**

- i. The "files" channel serves many purposes. AKO Files is an application designed to allow you to share and collaborate on documents.
- (1) Once you are in the AKO home portal page displayed on this slide (the AKO homepage or any other page that has the "files" channel displayed also gives you access to "files"), click on files.

### SHOW SLIDE 14: Files HOMEPAGE (1 of 3)

- (2) This is the AKO Files homepage. This application allows you to:
- (a) Upload and download files that are available to you and other AKO users from any internet connection.
- (b) Share and discuss files with other AKO users.
- (c) Create personal, team and Army Community Knowledge Centers.
- (d) Subscribe to Knowledge Centers to gain access to files of interest to you.
- (e) Search for documents using keyword searches; and much more.

### SHOW SLIDE 15: Files HOMEPAGE (2 of 3)

- (3) The AKO Files Home page will always show the ten newest files from the Knowledge Centers to which you subscribe.
- (a) If you are not currently subscribed to any Knowledge Centers, you will not see any files.
- (b) Subscriptions allow you to target Knowledge Centers in the Collaboration Center which contain files of interest to you. By "subscribing" to a Knowledge Center, you have permission to view and download its contents and you can keep track of the most recent files within it.

### SHOW SLIDE 16: Files HOMEPAGE (3 of 3)

- (4) You can subscribe to a knowledge center and download documents.
- (a) From the AKO Files homepage, click on (1) U.S Army Organizations, then follow the guidelines given. There are 4 pages (62 organizations you can subscribe to e.g. MEDCOM, FORSCOM, TRADOC, Schools (including the AG School), Army Reserve, etc.) Just click on the organization you have interest in and click on "subscribe."
- (b) Once subscribed, you will be able to view, access, and download its contents (files).

NOTE: Inform students that they can also create a Community Knowledge Center (located under "U.S. Army Organizations"). However, these Knowledge Centers are associated with AKO Portal Communities and are used for official community purposes. In order to create these types of Knowledge Centers, one must have Community administrative rights. However, if one is able to receive administrative rights to create a knowledge center, then once created, they can upload any file – PDF, JPEG, etc. – Files that are uploaded to Folders are shared with other users (that have "subscribed" to your center).

- j. You can create a new Knowledge Center within "Personal and Teams." Any AKO user is able to create personal Knowledge Centers in this area of AKO Files without any special administrative rights. Click on "Personal and Teams."
- (1) The "Personal and Teams" is designated for personal use. Information stored in these Knowledge Centers is not associated with official AKO Communities, and everything within them is stored within the AKO user's personal storage space.

### SHOW SLIDE 17: MY PRIVATE KNOWLEDGE CENTER

- (2) Once you click on "personal and teams," you will notice that there is a knowledge center already created with the default name "my private Knowledge Center. It shows up in the document tree on the left and within the main document view frame on the right. To create a new Knowledge Center, click on the Knowledge Center icon –new" in the navigation bar at the top of the page.
- (3) Then follow the guidelines given. Whenever you create a new Knowledge Center you will need to select your desired security level. Security determines which users and groups will have access to the

Knowledge Center, whether the Knowledge Center will be searchable, how access requests will be handled, and whether changes to the Knowledge Center must be approved.

### SHOW SLIDE 18: AKO HOME PAGE

k. (Back to the home portal page display.) By clicking on any of the navigation bars (email, files, forums, groups, im, and chat), you can learn more about them. Besides files, which we already covered, if you click on "email," you get your AKO e-mail settings.

### **SHOW SLIDE 19: WEB MAIL OPTIONS**

- (1) Once you click on e-mail, click on options.
- (2) Then you can update your personal information by clicking on any of the given icons. By clicking on settings you can update your personal information.

### SHOW SLIDE 20: MY ACCOUNT

(3) Once in the "settings" page, you can view your current account information and update it. You can change your password, mail options, vacation message, IM preferences, and manage sponsorship.

### SHOW SLIDE 21: MY WORKPLACE

I. You may also click on "My workplace."

### **SHOW SLIDE 22: MY WORKPLACE OPTIONS**

- (1) Under "my workplace," you have the ability to manage the information that you publish and receive through AKO. Look at the sections, the toolbox area, to the right, contains shortcuts to other items that you may want to change or update.
- (2) You also have access to "self service" applications.

### **SHOW SLIDE 23: AKO**

m. Don't feel intimated with the all of the capabilities you have with AKO, just take a few minutes to experiment with each of the options. You will soon become more comfortable and familiar with AKO and use it to your advantage. If you need help, there are separate tutorials that go into more detail for the more complex options, such as "groups,"

"files," "forums," and "Creating Content." The "help icon" can help with those applications.

**NOTE:** Conduct check on learning and summarize the learning activity.

Q: How can you find the status of your "Medical readiness?"

A: By logging into AKO and checking the "My Medical Readiness."

Q: If you are going to give a class on cold weather prevention or you need a poster to post in your area, how can you find this information?

A: By logging into "my medical" channel.

Q: If you want assistance in any of the channels, what can you do?

A: Click on "help," it takes you to instructions on how to navigate AKO and tutorials on how to create pages. You can also print and/or download any of the references, PowerPoint instructions, and AKO guides.

Q: What is the purpose of the "files" channel?

A: (1) You can create a knowledge center (within Personal and Teams).

- (2) You can subscribe to any knowledge center (within U.S. Army Organizations 62 current organizations that you can subscribe to).
- (3) You can create a Community Knowledge Center (within U.S. Army Organizations you will need "Community Administrative rights).

During this portion of Navigate HR websites, we have identified the significance and uses of AKO applications. If you do not have an AKO account, you will need to establish one; you can use HO #1 as a guide to establish/reestablish an account.

2. Learning Step / Activity 2. Access the HRC Homepage

Method of Instruction: Conference / Discussion

Instructor to Student Ratio: 1:36
Time of Instruction: 25 mins

Media: Large Group Instruction

### SHOW SLIDE 24: HRC

- a. Another website that is extremely useful for AG personnel is the Human Resources Command (HRC) website.
- (1) The U.S. Army Personnel Command (PERSCOM) and Army Reserve Personnel Command (AR-PERSCOM) merged and formed the U.S. Army Human Resources Command.

- (2) The HRC mission is to ensure the full spectrum of human resources programs, services and systems are executed to support the readiness and well-being of Army personnel worldwide.
- (3) HRC provides support to the Total Army Personnel Community in Peace and War. By logging into the HRC website, we can find a lot of current and updated information. All AG officers should be familiar in navigating the HRC website.

### SHOW SLIDE 25: https://www.hrc.army.mil

- b. The website listed on top of the slide (https://www.hrc.army.mil) is the Uniform Resource locator (URL) for HRC. This slide depicts the "homepage."
- (1) You can click on any of the channels listed, but you need your AKO account for most of them.
- (2) You need an AKO account to access the Assignment Satisfaction Key (ASK), Personnel Lifecycle Unit Selection System (same as AIM), DASH-2 (which is for Senior Raters; contains their senior rater profile), The Interactive Web Response System (IWRS), My ORB, My ERB, OMPF, and DAPMIS:

NOTE: Inform students that they need an AKO account in order to access these documents. Otherwise, anybody would be able to retrieve any "personal" information on any Soldier.

- (a) ASK: Enlisted Soldiers are able to view/update their personal contact information, assignment preferences, indicate special duty interests, and/or volunteer for assignment locations.
- (b) IWRS reflects data on Evaluations received at OER Branch up to a certain timeframe (if you log in today, you will get information updated as of yesterday). It allows rating officials and administrative personnel to view select information on all performance reports.

NOTE: Inform students that to log into the HRC webpage, they may use the "Active" or "Reserve" icons. However, they do not have the same exact information. "Reserve" is tailored for Reserve Component (RC) Soldiers and "Active" for Active Duty (AD). Anybody (Soldier or civilian) is able to go to the HRC website, but they are not able to retrieve "personal information" (e.g. ORB/ERB - need an AKO account).

c. If you are an AD Soldier, click on "Active," RC Soldiers, may click on "Reserve." Once you click on "Active," you will get the following screen:

### **SHOW SLIDE 26: CAPABILITIES**

- (1) This is the first screen that appears once you click "Active." This screen, gives some of the same choices that appeared in the main page. With the exception of the Enterprise Human Resources System (eHRS) and Task Force Stabilization (which I will cover later on this brief), you will need an AKO account to access them.
- (a) The eHRS Division (annotated with # 1 in the slide) was formed with the express mission to support all requirements for the successful fielding of DIMHRS in the Army and to provide additional capabilities and functionality that fall beyond the scope of DIMHRS. It serves as the focal point for all technical and functional requirements to DIMHRS and eHRS.
- (b) "My Board File" (# 2) is a tool that allows you, as a candidate for an upcoming selection board, to view your documents. The documents that are displayed are the same ones that the selection board will see. Viewing these documents helps you ensure that they are correct. The documents presented are for display only; you cannot correct or alter them directly through the "My Board File." However, the site provides some links to other sites that help you make some changes. It also gives you directions and links to make corrections to the documents on file. (e.g., DAPMIS, ORB/ERB, OMPF).
- (c) DAPMIS (# 3) allows you to see your DA Official Photo. It is the photo that is transmitted via the photo lab. The photo labs upload your photo and produces hardcopy photos (which you receive). If you have had your DA Official Photo taken by an authorized lab, you will have 3 business days to either Accept or Reject the new photo.
- (d) My ORB and My ERB (#4 and 5). Officers can view their current ORB and enlisted Soldiers can view their current ERB. However, if it needs changes, you cannot change on this site. You would need to contact your assignment officer and/or servicing personnel officer.

[The Assignment Interactive Module (AIMS) (#6) will be discussed next.]

**SHOW SLIDE 27: AIM** 

(e) AIM gives you information as stated on this slide. You can click on "branch" and find out open assignments/requisitions and select some requisitions available for assignment. This is similar to what enlisted Soldiers have under "ASK." You are able to view/update your personal contact information, assignment preferences, indicate special duty interests, and/or volunteer for assignment locations as they are available on this site.

### SHOW SLIDE 28: THE AG DIRECTORATE

d. (Back to the first screen). There are many activities/channels that you can retrieve from the AG Directorate homepage. If you click "The Adjutant General," you will have access to many AG related functions.

### **SHOW SLIDE 29: AG TOOLS**

- (1) For example, under Management support: you have access to Promotions, DA Secretariat, officer records, evaluations systems (OER/NOCER). You can contact any of these agencies through this website and ask any question pertaining to their area.
- (2) Personnel Service Support (PSS) Division: Army Bands, Army Career and Alumni Program, Military Awards Branch, Personnel Services Branch, and RC Support. Just like the Management support, you will find information in these areas and you can contact them with any questions.

### SHOW SLIDE 30: MY RECORD (1 of 2)

e. My Record is HRC's self-service portal for Active and Reserve Soldiers. (must have AKO account).

### SHOW SLIDE 31: MY RECORD (2 of 2)

- (1) It gives your Personal Information, Contact Information, and self-service applications.
- (2) For procedures for correcting information, it refers you to the appropriate agency to make corrections to your data.

### **SHOW SLIDE 32: COPS**

f. The Common Operating Picture Synchronizer (COPS) is a tool designed to give HRC and Major Command (MACOM) personnel strength managers the capability to view officer and enlisted personnel strength and authorization information. Both Personnel Manning

Authorization Document (PMAD) and The Army Authorization Document System (TAADS) authorization information is available to assist us in resolving issues that may occur as we rapidly transform the Army. COPS provides the capability to view strength information by MACOM, Distribution Management Level (DML), and Distribution Management Sub-Level (DMSL) with drill down capability to authorization information at the Specialty, Grade and ASI/SQI (Additional Skill Identifier/Special Qualification Identifier). In addition, it also provides the capability to drill down assigned strength to the individual Soldier level.

- (1) Knowing about this tool will be extremely beneficial to HR officers. You need "COPS" userid to log in and it is usually only given to personnel assigned as strength managers.
- (2) It contains detailed instructions on how to successfully log on to COPS for the first time after you have been approved for access. It incorporates the drill-through to view Soldier level of detail.

### SHOW SLIDE 33: TASK FORCE (TF) STABILIZATION (1 of 2)

- g. The TF Stabilization gives you information on how the Army plans to implement an Army Force Stabilization system to improve combat effectiveness, increase readiness, and provide more cohesive, deployable units while reducing personnel and unit turbulence which detract from achieving increased combat effectiveness.
- (1) TF Stabilization Mission: Provide increased levels of readiness and combat effectiveness for Army units by implementing an array of turbulence-reducing manning initiatives that increase unit cohesion, readiness and deployability for an Army at War. TF Stabilization mission is to reduce moves, stabilize and provide predictability for Soldiers and families, and provide the basis for synchronizing Soldier assignments to the unit's operational cycle.

### SHOW SLIDE 34: TF STABILIZATION (2 of 2)

(2) The website provides historical perspectives, articles, and briefings on how the Army plans to stabilize the force.

### SHOW SLIDE 35: QUESTIONS?

**NOTE:** Conduct a check on learning and summarize the learning activity.

Q: Is HRC only available to Active Duty (AD) Soldiers? Who else can retrieve information?

A: No, anybody has access to it. Reserve and National Guard Soldiers may use the channels available to retrieve personal information using their AKO account, just like AD Soldiers.

Q: Why would you need an AKO account to log into some of the channels retrieved from the HRC website?

A. If it is not controlled by your AKO, anybody would be able to have access to your information.

Q: List at least 2 capabilities of HRC website that a Soldier can log into to look into his/her documents?

- A: (1) "My Board File" (need AKO) is a tool that allows you, as a candidate for an upcoming selection board, to view your documents.
  - (2) DAPMIS (need AKO) allows you to see your DA Official Photo.
  - (3) My ORB (need AKO) allows you to view your current ORB.
- (4) AIM (need AKO) gives you information on open assignments/requisitions and options to select available assignments. You are also able to view/update your personal contact information under this option.
- (5) ASK (need AKO) allows enlisted Soldiers to view/update their personal contact information, assignment preferences, indicate special duty interests, and/or volunteer for assignment locations (similar to AIMS).
- Q: Where can you go if you have questions about awards, promotions, and other personnel services?

A: THE AG DIRECTORATE

Q: What do you have access to under the "The Adjutant General" Directorate?

A: You have access to many AG related functions such as:

- (1) Under Management support: you have access to Promotions, DA Secretariat, officer Records, evaluations systems (OER/NOCER). You can contact any of these agencies through this website and ask any question pertaining to their area.
- (2) The PSS Division: Army Bands, Army Career and Alumni Program, Military Awards Branch, Personnel Services Branch, and RC Support. Just like the Management support, you will find information in these areas and you can contact them with any questions.

During this portion of Navigate HR websites, we have identified the significance and uses of HRC website. You would need an AKO account to view most of the channels given.

3. Learning Step / Activity 3. Employ the AG School Web Options

Method of Instruction: Conference / Discussion

Instructor to Student Ratio: 1:36
Time of Instruction: 10 mins

Media: Large Group Instruction

### SHOW SLIDE 36: AG SCHOOL

- a. Here in the AG School, we have also developed a website that offers many options that can be useful to you; especially while you are here for OBC.
- (1) The AG School mission is to train leaders and Soldiers in providing personnel service support for the Army of today and the 21st century through excellence in Doctrine, Training, Leader Development, Organization, Materiel, and Soldiers.
- (2) Under the AG School website, you have access to AG related material, from the History of the AG Corps to current course information.

### SHOW SLIDE 37: http://agsssi-www.army.mil/

- b. To log into our website.
- (1) Go to http://agsssi-www.army.mil/, or
- (2) Go to http://usassi-www.army.mil/usassi.htm, then click on "Adjutant General School."
- c. This site is designed as a focal point for the school's distribution of information with Adjutant General Soldiers around the world. Here you can find the latest information on AG publications, training, personnel proponency, civilian proponency (CF 50), EO proponency, the Regimental Association, and combat developments initiatives. You can look up key members of the staff, view current issues and projects, and link to other sites with AG-related information.
- d. If you click on "training," it will lead you to links for:
- (1) Officer Training Division
- (2) Advanced Individual Training Division (AITD)
- (3) Interservice Postal Training Activity
- (4) eMILPO
- (5) S-1 Operations Toolkit
- (6) 369th AG Battalion

- (7) Human Resources Noncommissioned Officer Certification Course (new)
- (8) Human Resources Specialist Certification Course (new)

### SHOW SLIDE 38: OFFICER TRAINING DIVISION

e. Once you click on "training," you can look at any of the information provided in the links. For example, if you click on "Officer training division," you will get the following: Commandant's Welcome and Course information.

### **SHOW SLIDE 39: OBC**

- (1) As you can see you can download information on the following courses: PCC, AGCCC, OBC, etc.
- (2) You can find information on "inprocessing," such as key inprocessing documents. You can also find key phone numbers, your address while you are assigned to this Company, vehicle registration, and other related information.

NOTE: You can give the Soldier his/her address if they don't know it already and inform them that even though they may already know some of the information given since they already inprocessed, they can log in into the AG website whenever they return to another course (e.g., CCC) and retrieve information on the course such as billeting, inprocessing, and other related information. While in OBC, you will need it to retrieve information for this course. Your address while you are here is:

Your Rank and Name A Co, TSB 10,000 Hampton Pky AGOBC Class #\_\_\_\_ Fort Jackson, SC 29207-7040

### SHOW SLIDE 40: AGOBC LINKS

f. Once you click on OBC, you have access to the links listed on this slide.

### **SHOW SLIDE 41: QUESTIONS?**

NOTE: Conduct a check on learning and summarize the learning activity.

Q: What can you download from the AG website?

A: Any of the information provided in the links. For example, you download information on the PCC, AGCC, and OBC courses.

Q: What types of information/documents are provided in the AG School website? A: You can find information on "inprocessing," such as key inprocessing documents, key phone numbers, student mailing address, vehicle registration, and other related information.

During this portion of Navigate HR websites, we have covered some of the uses of the AG School website, which provides links to other HR tools, like the S1 Net, which we will cover next.

4. Learning Step / Activity 4. Communicate the Importance of the S1 Net

Method of Instruction: Conference / Discussion

Instructor to Student Ratio: 1:36

Time of Instruction: 20 mins

Media: Large Group Instruction

### SHOW SLIDE 42: S1 NET

NOTE: Instructor must ensure all students have AKO accounts. If they do not, they must establish/reestablish an account using HO #1. Inform students that they will need the AKO account to request an S1 Net account. Then pass student HO #2, which contains the instructions to submit subscription requests to the S1 Net (request is approved within 24 hours).

a. Another important HR website is the S1 Net. The S1 Net is part of an Army-wide knowledge management system supporting the flow of knowledge throughout the HR community. It is partnered with a Network of professional forums where HR community members can share knowledge and ultimately become more efficient and effective in supporting our Army at war. Through S1 Net, HR professionals can easily share thoughts, ideas, experiences, knowledge, lessons learned, and seek assistance from subject matter experts and peers.

### SHOW SLIDE 43: GOALS

b. The goal of S1 Net is threefold-fold: provide relevant and timely information to leaders in the field, provide new ways of capturing knowledge to improve decision making, and find new methods for tapping into the experiences of Soldiers and leaders to create a more effective learning community.

SHOW SLIDE 44: https://s1Net.bcks.army.mil/

- c. The URL for the S1 Net is https://s1Net.bcks.army.mil/. You may also use the AG School homepage.
- (1) This is the S1 Net main page. Once you are registered in the S1 Net, not only will you start receiving military personnel (MILPER) Messages, all Army activities (ALARACTS), and other information through your AKO, but you can log in and find lessons learned, tools, and references that are important to the HR field. You can even download files that someone else has created and use them to your advantage.
- (2) This promotes and enhances collaboration, communication, and knowledge sharing.

### SHOW SLIDE 45: Use someone else's Knowledge

- d. You may also retrieve the latest HR knowledge and experience posted by other Soldiers. Many Soldiers that deployed to OIF/OEF (Operation Iraqi Freedom / Operation Enduring Freedom) have created their "Personal Topics" on this Portal. Each Personal Topic contains a link to that user's business card, and links to all other knowledge she or he has added to this Portal.
- e. If you click on Site Admin, then Portal Users (which are arranged in alphabetical order), click on the first letter of whom you are looking for (which allows you to look at that portal user information to retrieve what has been added by the portal user.) In this example, I clicked P 152 users are under this letter. I clicked "Phelps," and retrieved the information he has added which includes documents, briefings, SOPs, etc. Bottomline, this site provides a professional forum to share the latest thoughts, ideas, tactics, techniques, lessons learned from the experienced HR professional, regardless of rank and duty position. It allows community members to find subject matter experts (SMEs) who can help resolve difficult professional problems and answer questions.

### **SHOW SLIDE 46: Adding Your Knowledge**

f. You may also create your own portal and share your knowledge.

### SHOW SLIDE 47: HOW S1 NET BENEFITS THE SOLDIER?

g. How the S1 Net benefits the Soldier:

The Soldier/Warfighter is the primary source of knowledge, not the institution. It reduces the time needed to resolve human resources

related problems, increases the number of innovative/breakthrough ideas, and is readily available to all that are subscribed. The S1 Net transfers the best practices from one HR professional to another. It ultimately can better prepare human resources professionals for OIF/OEF deployments and redeployments.

### SHOW SLIDE 48: Subscribe to Just one Type of Message by Joining

h. Once you are a member of the S1 Net, you will automatically receive ALARACTs, and MILPER messages. If you don't want both ALARACTs and MILPERs messages you can subscribe to just one type by joining the desired community.

### SHOW SLIDE 49: Membership is Automatic

i. Membership to receive messages is automatic. However if you chose not to receive messages just click Cancel my Membership.

### **SHOW SLIDE 50: QUESTIONS**

**NOTE:** Conduct a check on learning and summarize the learning activity.

Q: What does the S1 Net allow you to do?

A: Once subscribed, you will start receiving MILPER Messages, ALARACTS, and other information through your AKO which keep you abreast of latest information.

Q: What can you find in the S1 Net?

A: You can find lessons learned, tools, and references that are important to the HR field. You can even download files that someone else has created and use them to your advantage. You may retrieve the latest HR knowledge and experience from Soldiers that have deployed and created a "Personal Topics" portal.

Q: How does S1 Net benefit the Soldier?

A: The Soldier/Warfighter is the primary source of knowledge, not the institution. It increases the number of innovative/breakthrough ideas and are readily available to all that are subscribed. The S1 Net transfers the best practices from one HR professional to another. It can better prepare human resources professionals for OIF/OEF deployments and redeployments.

During this portion of Navigate HR websites, we have identified the significance and uses of the S1 Net. You would need your AKO account to subscribe to the S1 Net. You can use the directions on HO #2 to subscribe.

5. Learning Step / Activity 5. Determine the Use of Other Websites

Method of Instruction: Conference / Discussion

Instructor to Student Ratio: 1:36
Time of Instruction: 15 mins

Media: Large Group Instruction

### SHOW SLIDE 51: USEFUL WEBSITES

- a. Other important website include the Combat Readiness Center (CRC) knowledge center, the Soldier's training homepage, Reimer Digital Library, the Center for Army Lessons Learned (CALL), and the Official Department of the Army Publications and Forms website. These websites will be very useful throughout your Army career. We will cover this websites to some extent.
- (1) For example, most installations have a mileage policy and require you to do a risk assessment. I will cover that website. Leaders now require that prior to going on pass or leave, Soldiers need to fill out the ASMIS risk assessment. It is important not only that you know where to go get it, but to inform your Soldiers where to go to do the risk assessment.
- (2) As a leader, you will also mentor junior NCOs. There are so many websites you can lead them to. The Soldier's training homepage includes tasks that NCOS should know and can access frequently. You yourself, can access many of the tasks under the Soldier's homepage.
- (3) The Center for Army Lessons Learned (CALL), just like the S1 can give you lessons learned during deployments and recommendations on how to improve given issues.
- (4) I will also cover the Official Department of the Army Publications and Forms, just like the Reimer library, you can retrieve latest publications and forms.

### SHOW SLIDE 52: https:/crc.army.mil/home/

- b. https:/crc.army.mil/home/ website will take you to the U.S. Army Safety Center, which is now transformed to the U.S. Army Combat Readiness Center (CRC). The CRC is a knowledge center that "connects the dots" on all information that pertains to the loss of a Soldier... our combat power!
- (1) It provides guidance, training, tools, etc., in improving combat readiness.
- (2) Under this website, you can log into ASMIS-1.

### SHOW SLIDE 53: ASMIS-1

- c. You need an AKO account to log in ASMIS. You can submit an ARMY accident report (ARAS), gain access or register for the ASMIS-1 Risk Assessment Tool, RMIS, or use the new Ad Hoc Tool.
- (1) This website is very often visited by Soldiers throughout the Army because a lot of units require Soldiers to do a POV Risk Assessment prior to going on pass or leave that exceed a specific mileage.
- (a) The server to do the risk assessment can sometimes become overloaded by visitors (the bandwidth is depleted) and stop allowing people in.
- (b) Since the POV Risk Assessment is a requirement on most installations, you may sometimes be stopped from getting into the website. Especially for four-day weekends, you will need to do it early instead of waiting until the last minute.
- (2) While you are assigned to SSI, you will be required to do the POV risk assessment and attach it to your pass/leave form. First, log in, then click on POV Risk Assessment.

### SHOW SLIDE 54: http://www.train.army.mil

- d. http://www.train.army.mil is the URL for the "Soldier's Training Homepage."
- (1) This website provides you access to a wealth of training information, documents and products while you're at home, working in the unit, attending initial entry or professional development training at Army schools and institutions.
- (2) Enlisted Soldiers can tailor this homepage as a rucksack by adding those tasks that they need to access frequently, view their career map, and track progress towards achieving the next rank (SGT, SSG).
- (3) Access is easy using your AKO userid and password
- e. If you click on the Reimer Digital Library, you can search for training products.

### SHOW SLIDE 55: REIMER DIGITAL LIBRARY

(1) You can search publications.

(2) You can narrow your search by using the icons and search for training products such as common tasks, collective tasks, correspondence courses, etc.

### SHOW SLIDE 56: http://call.army.mil

- f. The URL for the Center for Army Lessons Learned (CALL) is listed on this slide (http://call.army.mil).
- (1) CALL is an agent for change focused on the collection, analysis, dissemination, and integration of new concepts; Tactics, Techniques and Procedures (TTP); and solutions throughout the Army from the tactical through theater/strategic levels of war, with a primary focus on operational issues. CALL is forward deployed around the globe and provides joint, interagency, and multinational forces with historic and emerging observations, insights, and lessons. The support provides valuable TTP to deployed and follow-on forces and helps improve the warfighting capabilities of the total force. CALL is a multi-media based operation that disseminates information through a variety of print and electronic formats with the CALL web site serving as the central repository.
- (2) To log in press on DoD User Sign in You need you AKO userid and password.

### **SHOW SLIDE 57: CALL**

- (3) Press AKO and log in.
- (4) You will get different CALL products, such as After Action Reports (AARs) from units that have deployed. Most of them contain recommendations on how to improve the "issues" they had when they were deployed. Click on AARs.

### **SHOW SLIDE 58: AAR REPORTS**

(5) It will give you a lot of AARs that are posted from different units that have deployed. By clicking on the 82d Airborne Division, we retrieved this information:

### SHOW SLIDE 59: LESSONS LEARNED

(a) There are many lessons learned already posted in CALL.

NOTE: Instructor may go to the website and retrieve a lesson learned or select one or both lessons learned listed below, read and/or paraphrase to the class so students can see the importance of lessons learned. The following are lessons learned posted in CALL:

**LESSON LEARNED 3:** There is no effective, single integrated system used to track casualties after they leave the battlefield. **DISCUSSION:** There were many casualty-tracking methods available in OIF. They included:

- 1) SIPRNET mail (Most CSHs had only one SIPRNET line if they had any, and it wasn't in the patient admin section)
- 2) PASBA, PARTS, and TRAC2ES (All NIPRNET based programs that rely on daily input from the patient (pt) admin section. However, the data is usually 24-48hrs old if it's correct at all. Many times, info in one or all of these systems was wrong. And once, a casualty was back at FB in his aid station when TRAC2ES had him at Landstuhl. Additionally, the inputs into these were done by administrative staff with no clinical experience and lacked the doc-to-doc interface that commanders rely on for valuable information. Finally, there was no push from above to make these systems available to units. We found out about PARTS and PASBA well after entering Iraq.),
- 3) DNVT. Getting through on a DNVT line was often impossible. At times, pt admin sections were reluctant to give information because they could not "positively identify" us as "need to know" parties.

NOTE: Secret Internet Protocol Router Network (SIPRNET), Patient Administration System and Biographical Statistics Activity (PASBA), PARTS, Digital Non-secure Voice Telephone (DNVT), Non-secure Internet Protocol Router Network (NIPRNET) and TRAC2ES are casualty tracking methods.

**RECOMMENDATION:** CORPS should publish a theatre-wide and post-theatre casualty tracking plan.

**LESSON LEARNED 4:** Current AMEDD casualty care doctrine should to be updated to reflect lessons learned from Mogadishu and Operation ENDURING FREEDOM.

**DISCUSSION:** Current AMEDD doctrine for combat casualty care is outdated. Recently, OTSG has sent guidance in draft form dealing with hypovolemic resuscitation, use of colloids, and early antibiotic use for combat wounds. This draft guidance should be solidified and added to

other evidence in doctrinal format and distributed down to all levels. Benefits could be substantial as we continue along in the War on Terrorism. Casualty care issues recommended for consideration are:

- 1) early use of tourniquets,
- 2) intra-osseous access,
- 3) use of hemostatic dressings, and
- 4) use of pulse-oximitrey as a diagnostic tool in a sensory-deprived environment.

These changes could help with the necessary UAL changes and any additional funding that may be required to make it happen.

**RECOMMENDATION:** The AMEDD C&S should collect from the military medical community all recent lessons learned and, based on the best data available, rewrite doctrine for how we care for our combat wounded.

### SHOW SLIDE 60: http://www.army.mil/usapa/

g. Another websites that is extremely useful is the Official Department of the Army Publications and Forms. The website is http://www.army.mil/usapa/. Once you get to your job, I recommend you add it to your favorites. You can retrieve the latest regulations, Field Manuals, ARTEPs, etc. If a new publication is approved, it is automatically posted on this website.

### SHOW SLIDE 61: QUESTIONS

**NOTE:** Conduct a check on learning and summarize the learning activity.

Q: What website do you need to do your POV risk assessment?
A: https:/crc.army.mil/home/ website - the U.S. Army Combat Readiness Center (CRC), which gives you access to ASMIS-1.

Q: Where would you go to retrieve publications and/or forms?
A: The Reimer library (http://www.train.army.mil - Soldier's Training Homepage, then click on the Reimer Digital Library) and/or the Official Department of the Army

Publications and Forms (http://www.army.mil/usapa/)

Q: Where can you retrieve lessons learned and/or AAR reports?

A: The Center for Army Lessons Learned (CALL) - (http://call.army.mil).

During this portion of Navigate HR websites, we have identified other significant websites (with the exception of the Official Department of the Army Publications and forms, all of them require you to have an AKO account).

6. Learning Step / Activity 6. Practical Exercise (PE)

Method of Instruction: Practical Exercise (Performance)

Instructor to Student Ratio: 1:36
Time of Instruction: 1 hr

Media: Individualized, self-paced Instruction

**NOTE:** Conduct a check on learning and summarize the learning activity.

7. Learning Step / Activity 7. PE Review

Method of Instruction: Conference / Discussion

Instructor to Student Ratio: 1:36
Time of Instruction: 30 mins

Media: Large Group Instruction

**NOTE:** Conduct a check on learning and summarize the learning activity.

### SECTION IV. SUMMARY

Method of Instruction: \_Conference / Discussion
Instructor to Student Ratio is: \_1:36
Time of Instruction: \_5 mins
Media: \_Large Group Instruction

### Check on Learning

Determine if the students have learned the material presented by soliciting student questions and explanations. Ask the students questions and correct misunderstandings.

### Review / Summarize Lesson

### **SHOW SLIDE 62: TLO**

In summary, over the last two-three hours, we have identified the significance of web-based technology by discussing applications and capabilities of AKO, HRC, AG School, S1 Net, Combat Readiness Center, Soldier's Training Homepage, CALL, and Publications websites to include the Reimer library and the Official Army Publications website.

Now you should be able to identify web-based technology significance and

- (1) Establish an AKO account and/or use AKO applications,
- (2) Access HRC,
- (3) Familiarize with the AG School website,
- (4) Communicate the importance of the S1 Net, and
- (5) Analyze the Combat Readiness Center, Soldier's Training Homepage, Reimer Library, CALL, and Army publications websites.

## NOTE: Give the PE to the students and inform them of how they will present their answers to the class: Options:

- (1) You may do it like "early bird" news and have each student communicate his/her answer)
- (2) Assign a specific day for each student to brief their answers)
- (3) Group 2-6 students and have them work on the PE together)
- (4) Tell them to be prepared by a specific day and have one student communicate his/her answer to the class:

The instructor can ask the class who else wrote about that same topic and have the students discuss their answers)

### SECTION V. STUDENT EVALUATION

### Testing Requirements

**NOTE:** Describe how the student must demonstrate accomplishment of the TLO. Refer student to the Student Evaluation Plan.

You will have a PE upon completion of this lesson. The PE consists of going to the websites and access data under that website. If you do not have an AKO and if you are not subscribed to the S1 Net, you will need to subscribe to both of them. You will first need to establish/re-establish an AKO account. Then, subscribe to the S1 Net.

### NOTE: You can inform students of how they are going to present their assignment:

Options:

- (1) You may do it like "early bird" news and have each student communicate his/her answer)
- (2) Assign a specific day for each student to brief their answers)
- (3) Group 2-6 students and have them work on the PE together)
- (4) Tell them to be prepared by a specific day and have one student communicate his/her answer to the class:

The instructor can ask the class who else wrote about that same topic and have the students discuss their answers)

### Feedback Requirements

**NOTE:** Feedback is essential to effective learning. Schedule and provide feedback on the evaluation and any information to help answer students' questions about the test. Provide remedial training as needed.

Note: Provide feedback on the practical exercise (PE) the same day the students provide their answers. Provide any information to help clarify student questions concerning the PE.

### **Appendix A - Viewgraph Masters**

### VIEWGRAPHS FOR LESSON 1: CDA42112 version 1

Terminal Learning Objective

viewgraphs

Multi Media Attached! Click here and then press F9 to view.

### Appendix B - Test(s) and Test Solution(s) (N/A)

### **Appendix C - Practical Exercises and Solutions**

### PRACTICAL EXERCISE(S)/SOLUTION(S) FOR LESSON 1: CDA42112 version 1

#### PRACTICAL EXERCISE SHEET CDA42112

Title	Navigate Human Resources (HR) Websites	
Lesson Number / Title	CDA42112 version 1 / Navigate Human Resources (HR) Websites	

### Introduction

#### Motivator

### **SHOW SLIDE 1: Navigate Human Resources (HR) Websites**

Good morning ladies and gentlemen, I'm (Instructor), and today we will be discussing how to navigate HR websites. As HR managers, we are expected to maximize our web-based technology and utilize current HR tools.

MOTIVATION: In these days of technology, many organizations and individuals have come to rely on the internet. However good that may be, too often we find there is an overwhelming amount of information out there, and one has to actively look for that information or know that it exists in order to receive it. As HR managers, we must be aware of HR tools available through the web. We must know how to retrieve the latest information in order to develop HR policies and procedures in our job.

### SHOW SLIDE 2: TERMINAL LEARNING OBJECTIVE

NOTE: Inform the students of computer availability (e.g., use the classroom computers, SSI library, the Education Center lab, Classroom XXI, or using PC if he/she has a computer with internet access).

### Terminal Learning Objective

**NOTE:** The instructor should inform the students of the following Terminal Learning Objective covered by this practical exercise.

At the completion of this lesson, you [the student] will:

711 the comple	tion of this lesson, you [the student] will.
Action:	Navigate Human Resources (HR) Websites
Conditions:	In a classroom environment, given access to a computer with
	internet cababilities and student handouts.
Standards:	Identify the significance of web-based technology:
	Utilize Army Knowledge Online (AKO) Applications
	2. Access the Human Resources Command (HRC)
	Homepage
	3. Employ the AG School Web Options
	4. Communicate the Importance of the S1 Net
	5. Determine the Use of Other Websites

Safety Requirements	No food or drinks around electrical equipment.
Risk Assessment	Low - Safety Review = PT
Environmental Considerations	
Evaluation	There will be a practical exercise at the end of this lesson. Eventhough it does not count for a grade; it is extremely important that you know what HR websites are available and its capabilities to facilitate your job.
Instructional Lead-In	There are many sources right now in the web that you can use. Today, we will cover some important HR websites that will assist you in your job.
	Please keep in mind that this lesson pertains to available websites where you can retrieve information to make your job easier. This block of instruction does not pertain to HR systems and/or softwares. However, some of the links given on this lesson can serve as an "overview" for classes that you may receive thoughout the course (e.g. COPS - Comon Operating Picture Synchronizer, and eHRS - Enterprise HR System). The main difference is that this lesson is not intended to be an indepth look at any particular system, but where you can go to retrieve information.
Resource Requirements	Instructor Materials:  LP, handouts, and PE.
	Student Materials: Handouts, PE and computer with internet connectivity.
Special Instructions	
Procedures	



### August 2005

### UNITED STATES ARMY SOLDIER SUPPORT INSTITUTE ADJUTANT GENERAL SCHOOL

# PRACTICAL EXERCISE (DO NOT WRITE IN BOOKLET)

### **OBJECTIVE:**

This practical exercise is designed to measure your ability to navigate websites and identify their importance. HR websites discussed in the lesson may assist you by providing relevant and timely information and other pertinent data that may be used in our branch.

### **REQUIREMENTS:**

You are required to establish an AKO account and subscribe to the S1 Net to answer these questions. Complete this exercise by logging into the appropriate website. If necessary, you may use your notes and handouts. Answer the four questions listed below on a separate paper and be prepared to discuss your answer as assigned by the instructor. There is no right or wrong answer.

- 1. AKO: Navigate the AKO website and select a subject of your interest. Prepare a short paragraph of how that subject pertains to your readiness. How would you use the information?
- 2. HRC: Print your ORB. Is it correct? If it needs to be updated, who would you contact for updating your ORB?
- 3. S1 Net: Once subscribed, you will start receiving current updates: MILPER MESSAGES, ALARACTS, and other pertinent messages. Log into the S1 Net and retrieve one of the messages or use one of the messages received through your AKO e-mail from the Chief, Editor of S1 Net. You are to prepare a short paragraph of why this message is important to AG officers and how that subject pertains to our field. How would you use this information?
- 4. Army Publication: Log into: <a href="http://www.army.mil/usapa/">http://www.army.mil/usapa/</a> or the REIMER library. Identify/select an administrative publication. Write the publication number, title, and proponent and prepare a short paragraph on the importance of keeping up-to-date with publications.

### Feedback Requirements

Note: Provide feedback on the practical exercise (PE) the same day the students provide their answers. Provide any information to help clarify student questions concerning the PE.

### **Appendix D - Student Handouts**

### HANDOUTS FOR LESSON 1: CDA42112 version 1

### Terminal Learning Objective

handout

Multi Media Attached! Click here and then press F9 to view.

### handout

Multi Media Attached! Click here and then press F9 to view.